



South Coast Air Quality Management District

Anupom Ganguli

Public Advisor

South Coast Air

Quality Management District

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Small Business Assistance Conference

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Compliance Assistance Programs

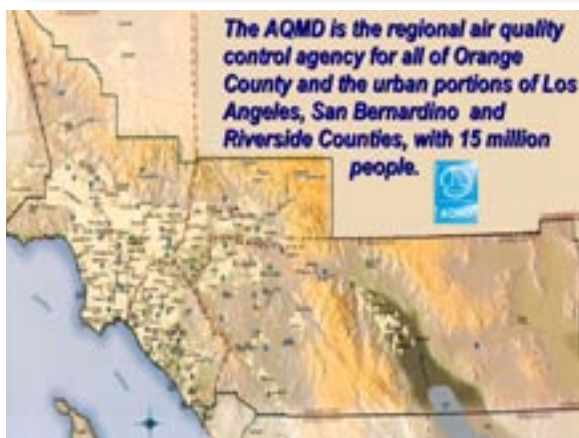
South Coast Air Quality Management District

Anupom Ganguli, Public Advisor




AQMD Small Business Assistance Programs

Pom Pom Ganguli, Ph.D.
Public Advisor
South Coast Air Quality Management District




The AQMD is the regional air quality control agency for all of Orange County and the urban portions of Los Angeles, San Bernardino and Riverside Counties, with 15 million people.



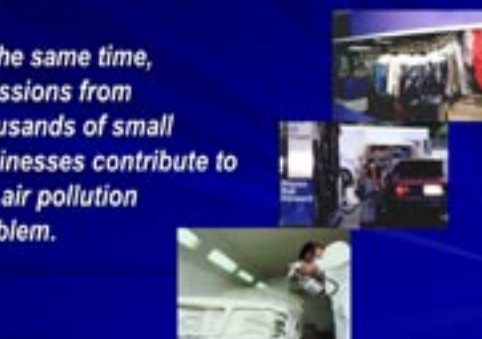
Why We Assist Small Businesses

AQMD recognizes the important role of small businesses in this region's economic vitality and growth.



Why We Assist Small Businesses

At the same time, emissions from thousands of small businesses contribute to our air pollution problem.



Air Quality

Although air quality has been improving, this four county region exceeds federal health standards more frequently than any place else in the country.



Small Business Assistance Services

1. Permit Application Assistance
2. Free On-Site Consultations
3. Notification of Upcoming Rule Timelines
4. Loan Assistance for Pollution Control Equip.
5. Variance Application Assistance
6. Fee Review Committee



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1. Permit Application Assistance

- Free Service
- Provided On-Site, or at AQMD
- Line-by-Line help Completing Application
- Small Businesses Application Fee Reduced (50%) if 10 or Less Employees and \$500,000 or Less Annual Receipts



4. Loan Assistance for Pollution Control Equipment

- Available to Businesses with 500 or Less Employees (SBA Definition)
- Help Businesses Qualify for State Guaranteed Bank Loans
- Loans Guaranteed using California Capital Access Program (CalCAP)
- CalCAP Guarantee Helps Businesses With Marginal Credit
- District Pays Borrower's Fee (2 to 3.5% of Loan Value)



2. Free On-Site Consultations

- Available to Businesses with 100 or Less Employees, or <\$5 Million Receipts
- Business Must Agree to Correct Deficiencies Promptly
- Inspector Helps Business Owner/Operator:
 - Understand Rules
 - Has Necessary Permits
 - Is Using Compliant Paints, Solvents, etc.
 - Completes Records Correctly



5. Variance Application Assistance

- Help Prepare Applications for Small Businesses Needing Temporary Extensions of Rule Deadlines
- Help Explain Hearing Board Process (including instructional video)
- Application Fee Reduced by 80% (if 10 or Less Employees and \$500,000 or Less Annual Receipts)



3. Notification of Upcoming Rule Timelines

- Direct Mail Notices of Proposed Rule Workshops and Hearings
- Workshop Notices also on Web Site (www.aqmd.gov/pub_edu/)
- Direct Mail Notices of Important Rule Deadlines



6. Fee Review Committee

- Resolves Fee & Billing Disputes
- Can Allow Payment Plan for Financially-Strapped Businesses
- Contact Jackson Yoong (909) 396-3125

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**Small Business Assistance
Toll Free Hot Line**

(800) 388-2121



Summary

- AQMD Offers Many Services to Small Businesses
 - Assistance with Permits and Variances
 - On-Site Consultations
 - Notification of New Rules and Deadlines
 - Financial Assistance (CalCAP Loans)
 - Fee Review



U.S. Environmental Protection Agency

Karen V. Brown

Director

Small Business Division

Small Business Ombudsman

U.S. Environmental Protection Agency

1200 Pennsylvania Ave., N.W (1808T)

Washington, DC 20460-0001

Toll Free Hotline: 800-368-5888

Phone: (202) 566-2855

Fax: (202) 566-2848

Email: smallbiz.ombudsman@epa.gov

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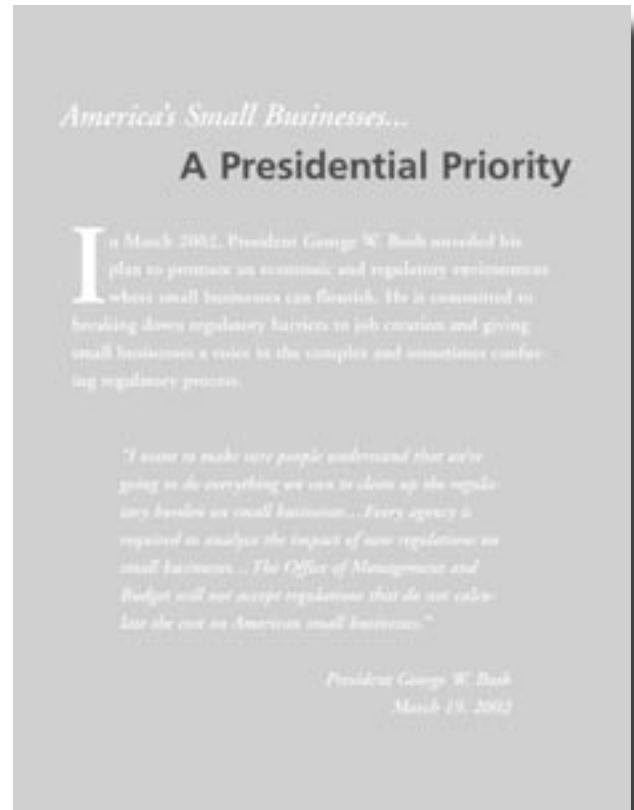
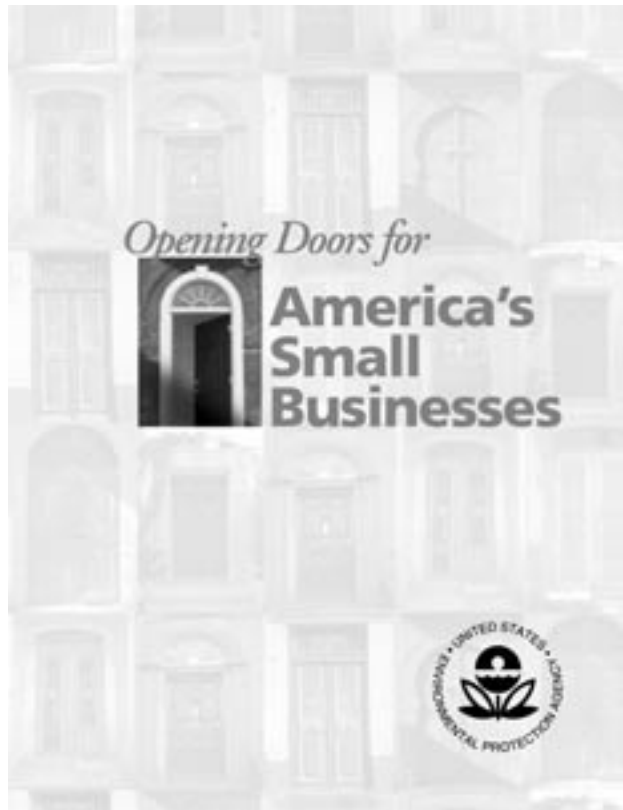
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A Message From the

EPA Administrator



Dear Small-Business Owner:

I am pleased to introduce you to *Opening Doors for America's Small Business*. This brochure highlights some of the ways the U.S. Environmental Protection Agency supports President Bush's plan to promote the growth and vitality of our nation's small-business community.

At EPA, we share President Bush's appreciation for the key role played by small businesses in sustaining the health of our national economy. We have established a Small Business Ombudsman and initiated more than 100 activities designed to help small businesses fulfill their environmental responsibilities. We also recognize our responsibilities to ensure that regulations are understandable, compliance assistance efforts are effective, and our programs succeed in promoting cost-effective solutions.

As EPA continues its partnership with America's small businesses and strives to identify better ways to integrate business growth and environmental protection, I encourage you to use this brochure as a guide to begin exploring the valuable resources this agency can provide.

Sincerely yours,

Christine Todd Whitman
Administrator
U.S. Environmental Protection Agency

Helping America's Small Businesses...

Navigate EPA

Small businesses face unique challenges in their efforts to understand and comply with environmental regulations. Recognizing the need for a small business advocate, EPA created the Small Business Ombudsman. This important contact point provides "one-stop" assistance to help America's small businesses find answers to their environmental questions.

The Small Business Ombudsman is your advocate for:

Assistance

We answer regulatory questions via a toll-free hotline, provide more than 350 EPA publications free of charge, develop compliance assistance tools, and give direct access to regulatory assistance via a comprehensive Web site.

Communication

We publish a newsletter twice a year that reports on important Agency activities and provide timely alerts to small businesses and interested service providers about EPA actions.

Leadership

We help Agency officials understand the special needs of small businesses, represent small business views during EPA regulatory activities, and facilitate dispute resolution between small businesses and EPA.

Outreach

We support the small business assistance program in each of the 50 states and work with small businesses, service providers, and state and regional officials to address small business needs.

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Key Resources...

As your gateway to EPA, the Small Business Ombudsman can help you navigate EPA's small business resources. The Small Business Ombudsman's services are only a phone call or computer click away.

Hotline: 1-800-368-5888

Professional engineers staff the toll-free hotline and answer small business' questions about environmental regulations. You can also call the hotline to request any of the free publications maintained in our publication inventory.

NEW! Small Business Environmental Assistance Providers Directory

This free directory provides an overview of small business assistance programs and includes federal, state, and private providers of environmental assistance. Call the hotline to order your free copy, or you can download it from our Web site at www.epa.gov/sbo.

Web Sites:

www.smallbiz-enviroweb.org

The Web site provides immediate access to relevant environmental and pollution prevention information from EPA, state small business assistance providers, and other useful sources.

www.epa.gov/sbo

Descriptions of the 100+ small business activities that EPA has undertaken as well as answers to frequently asked questions can be found on the Small Business Ombudsman's Web site.

Already Making a Difference...

Small Businesses Get Results

During testimony before the U.S. Senate, Ben Cooper of the Printing Industries of America described the Small Business Ombudsman office as "one of the best outreach programs in the federal government." And with over 1,000 calls to the office each month, small businesses are taking advantage of the services provided by the Ombudsman. For example, when the owner of a truck washing facility recently called about storm water regulations, the Ombudsman put the company in direct contact with a state official who answered the company's questions about the necessary permit—all in under 5 minutes. That's results!

Helping America's Small Businesses...

Improve Emerging Regulations

We are improving our regulations so they are easy to understand and practical to implement by small businesses. By providing better and earlier access to the regulatory process, developing alternative approaches to regulations, and preparing guidance in simple terms, we are creating a system that works for small businesses.

Early Involvement

The Small Business Regulatory Enforcement Fairness Act provides you with an opportunity to participate early in the development of certain environmental regulations to ensure your views are considered. For rules that will have a significant impact on small businesses, we solicit input from affected parties and consider alternatives that minimize adverse effects on the small business community. We also develop regulatory compliance guides to make it easy for small businesses to understand and comply with the new regulations. Our Small Business Advocacy Chair is responsible for implementing the law and helps identify small businesses to participate in the review of selected proposed rules. With this process, you have a voice before, during, and after the rulemaking process.

Contact: 202 564-6000
www.epa.gov/sbo/efra

Self-Certification

To make it less burdensome for you to comply with our regulations, we are testing innovative new ideas. One promising concept is the Environmental Results Program, which uses self-certification as a means to improve and reward compliance. This comprehensive, sector-based program replaces individual state permits with industry-wide environmental performance standards and annual certifications of compliance. In this program, small businesses receive detailed compliance assistance, are able to self-certify compliance, and use common-sense performance measurements. This system has become a reality in Massachusetts and is being replicated in Rhode Island, Florida, Maryland, and the District of Columbia. Our goal is to encourage greater use of this type of business accountability in other state and federal programs.

Contact: 202 260-4822
www.epa.gov/permit/masercp.htm



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Plain Language

We are striving to write our regulations in plain language to make them easier to read and understand. This effort will help you save time, effort, and money when complying with environmental rules. Plain language rules also send a clearer message about your responsibilities and our expectations regarding compliance. In addition, we are providing more information in a "question and answer" format to help you readily find the information you need.

Contact: 202 564-6559
www.plainlanguage.gov

Online Access

We are providing better ways for you to share your views on our proposed regulations and policies. EPA Dockets enables you to participate in the rule-making process and access electronic docket materials more easily and more efficiently using the Internet. This system was developed to process and manage public information including rulemaking documents, supporting documentation, and Federal Register notices, and it will help you view, retrieve, and submit comments online.

Contact: 202 566-3574
www.epa.gov/dockets

Already Making a Difference...

Small Businesses Influence EPA Decision

When we began the process to regulate industrial laundries, we learned from small businesses that our original proposal would cause unnecessary problems (e.g. significant burden for some laundries). We also learned that the industry was already subject to oversight by publicly owned treatment works facilities. So we looked for a better idea. A coalition of trade associations and individual small businesses such as Rise-Way Laundry & Dry Cleaners, and Huebsch Linen and Uniform encouraged us to develop better exemptions and to consider alternatives to regulating all or part of the industry. As a result of this dialog, we withdrew the proposed regulation, and the industry introduced a voluntary pollution prevention plan.

Helping America's Small Businesses...

Manage Environmental Compliance

We are creating new tools and other resources to help small businesses reduce the burden associated with regulatory compliance and better manage their compliance efforts. With online resources, specialized assistance, creative tools, and better policies to reduce penalties, EPA's compliance activities are becoming more responsive to small business needs.

Compliance Assistance Centers

We have partnered with industry representatives and others to launch sector-specific Compliance Assistance Centers. The centers provide tools such as screening checklists, plain language guides, online "virtual tours" of facilities, and technical information to help small businesses understand their regulatory requirements. Through Internet Web sites, telephone assistance lines, fax-back systems, e-mail discussion groups, and more, the centers can help you understand environmental requirements and save money through pollution prevention techniques. The centers support:

- Agriculture
- Automotive service & repair
- Chemical manufacturers
- Metal finishing
- Paints & coatings
- Printed wiring board manufacturers
- Printing
- Transportation

Contact: 202 564-7076
www.assistancecenters.net

Disclosure Incentives

The Small Business Compliance Policy promotes environmental compliance among small businesses (i.e., those with 100 or fewer employees) by providing incentives to discover and make good faith efforts to correct violations, provided they meet certain criteria. EPA will eliminate or significantly reduce penalties for small businesses that voluntarily discover violations of environmental law and promptly disclose and correct them. If your business has more than 100 employees, however, you may be eligible for EPA's Policy on Incentives for Self-Policing, known as the "Audit Policy," which also provides potential penalty reductions for voluntary discovery and correction of environmental violations.

Contact: 202 564-2310
www.epa.gov/osce/
mbush.html or
ehp/irs-epa.gov/ima/mael/induspl.html

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Compliance Clearinghouse

The National Compliance Assistance Clearinghouse is your guide to compliance information on the Internet. It provides quick access to compliance web, contacts, and planned activities from across EPA as well as other compliance assistance providers. This site differs from others because it provides comprehensive links not only to EPA's environmental compliance assistance materials, but also to materials from all 50 states and many other organizations. Many innovative features allow you to interact directly with EPA and improve communication and collaboration among compliance assistance providers.

Contact: 202 564-7971
www.epa.gov/clearinghouse

User-Friendly Software

The "Toxics Release Inventory - Made Easy" software, or TRI-ME, is an interactive, user-friendly software that guides you through the entire Toxics Release Inventory reporting experience from start to finish. The software program will lead you through a series of logically ordered questions to determine if your company needs to comply with Toxics Release Inventory reporting requirements. If your company is required to report, the software provides guidance on how to complete the necessary reporting forms. After you have finished entering information, the program checks your forms for errors and then creates a final report. This new tool will help you eliminate potential mistakes and significantly reduce your data entry time.

Contact: 202 566-0731
www.epa.gov/tri/report/
trime/index.htm

Already Making a Difference...

Small Business Finds Relief in New Software

When John Traylor of Propeller Foundry sat down to work on his company's annual Toxics Release Inventory forms, he wasn't looking forward to the task. He had a plan to help make his job much easier, however. Instead of clearing a space on his desk for all the paperwork and plugging in his accounting calculator, he loaded TRI-ME software on his computer. As the format was similar to the tax program he used at home to complete his income taxes, he found the system easy to use. His assessment of the software: "TRI-ME program saved me about 4 hours and at least 10 points on my blood pressure!" While he will still have to complete TRI forms next year, he is looking forward to using the program to make his job—and his life—a lot easier.

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Helping America's Small Businesses...

Embrace Environmental Leadership

We are partnering with small businesses to promote voluntary stewardship activities that reduce waste, increase efficiencies, and save money. We are recognizing and rewarding small businesses for embracing innovative environmental protection approaches and becoming environmental leaders in their industry.

Partnership Opportunities

We offer a variety of opportunities, known collectively as Partners for the Environment, that help you improve business practices in ways that are good for your business and the environment. They're designed to help you apply ideas that can produce environmental results more quickly and cost-effectively. Focusing on pollution prevention, businesses set and reach environmental goals such as conserving water and energy, or reducing greenhouse gases, toxic emissions, solid waste, indoor air pollution, and pesticide risk. While some of these programs are highlighted in this brochure, more than 40 others at EPA can help you take advantage of cost savings, gain public recognition, or find technical assistance.

Contact: 202 260-6135
www.epa.gov/partners

National Recognition

To encourage top environmental performance, we are giving businesses a reason to "go the extra mile." The National Environmental Performance Track is designed to recognize and encourage top environmental performers—those who go beyond compliance with regulatory requirements to attain levels of environmental performance that benefit the workforce, communities, and the environment. Participation in EPA's Performance Track program can lead your company to implement potentially more efficient approaches to environmental protection as well as receive public recognition for your environmental commitments. With Performance Track, your company can lead the way in environmental excellence while saving money and improving productivity.

Contact: 888 399-PTERK
www.epa.gov/performance-track

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Industry-Specific Assistance
SectorSTAR is an online resource that provides targeted information on environmental innovation and excellence in five industry sectors: meat and poultry processing, metal casting, metal finishing, shipbuilding and repair, and specialty bush chemicals. SectorSTAR's industry-specific tools and resources can be searched by industry sector, program, state, or by tool or resource type so you can quickly locate the information most useful to you. You also can find out how others in your industry have used innovative approaches to protect the environment by reading the monthly success stories on SectorSTAR. To learn what is happening in your industry and how to improve your environmental performance, SectorSTAR is your one-stop solution.
Contact: 760-750-6401
www.aqmstar.org

Energy Conservation
ENERGY STAR® for small business is a voluntary program that can help you increase your company's energy efficiency, which will reduce your energy use and save you as much as 30 percent on your utility bills. ENERGY STAR® provides a free 100-page guide, success stories, finance directory, technical support, and a national awards program to help you save money and prevent pollution. Any private business or non-profit organization with an aggregate facility space of 100,000 square feet or less can participate. ENERGY STAR® can help you decide on a strategy that optimizes savings and minimizes upfront costs.
Contact: 888 STAR YES
www.energy.gov/smb
smb@eas

Always Making a Difference...

Small Business Finds That Saving Energy Saves Money

Sital Wikaria of Beshway Supermarket in Herringway, South Carolina, decided to slash energy costs, and he quickly found the "best way" with the help of *Energy Star* for small business. He converted an open freezer to an enclosed frozen food case and replaced standard fluorescent lighting with highly efficient metal halide lamp fixtures. As a result, the store saved \$800 a month in energy costs with the new freezer and \$50 a month with the new lights. In addition, Beshway saved energy by tuning up the store's heating and cooling system and by insulating a hot water tank and piping. Outside the store, trees were planted to provide shade on the storefront to reduce cooling costs in the summer. Not only was the store more attractive to its customers, but the changes combined saved a significant amount of money: the total energy savings was \$12,000 annually—a 33 percent reduction in energy costs.

Helping America's Small Businesses...

Prepare for the Future

We are investing in technologies and innovative tools to help small businesses easily adopt practices that are good for both the environment and for the bottom-line. By funding cutting-edge technologies, creating new management tools, and exploring better product designs, we are preparing today's small businesses for tomorrow's environmental management approach.

Practical Guide to Environmental Management

Environmental management plans are key to helping small businesses manage their environmental responsibilities while becoming more efficient and competitive. The *Practical Guide to Environmental Management for Small Business* is your guide to putting in place an efficient environmental management plan. Following the guide's recommendations will enable you to develop all the elements of a fully functional environmental management plan without being overwhelmed. When your plan is completed, you may choose to formalize the plan into an Environmental Management System, such as ISO 14001. If you need help completing the guide, contact your state small business ombudsman for hands-on assistance working through the guide.
Contact: 202-260-1211
www.epa.gov/sbo

Design for the Environment

Small businesses face a variety of challenges including maintaining high-quality goods and services at a low cost, staying competitive in a global marketplace, and meeting consumer preferences for more environmentally friendly products. The Design for the Environment Program (DfE) is a voluntary partnership program that works directly with you to integrate health and environmental considerations into business decisions so you can meet these challenges. DfE partnerships promote cleaner, cheaper, and smarter business practices. DfE also can help you design or redesign products and processes that are cleaner, more cost-effective, and safer for workers and the public and the environment.

Contact: 202-564-8792
www.epa.gov/dfe

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Research Support

Through the Small Business Innovation Research program, we are tapping the talent and innovation of America's small businesses to find new, innovative solutions to priority environmental problems. Our goal is to foster commercial ventures that improve our environment and quality of life. We believe supporting innovative technology development will create jobs, increase productivity and economic growth, and improve the international competitiveness of U.S. industry. The program provides financial support to help you develop cutting-edge environmental technologies and ready them for commercialization.

Contact: 800 490-5594
www.epa.gov/sbir/ibir

Pollution Prevention Tools

Pollution prevention practices can help your company prepare for the future by reducing raw material and energy costs, treatment and disposal expenses, and associated labor costs. Pollution prevention information is widely available but, until recently, finding high quality and easily accessible information demanded valuable time and resources. The Pollution Prevention Resource Exchange, known as P2Rx, now makes it easy for you to find exactly what you need. P2Rx is composed of eight regional centers that offer a range of services, including information for industry sectors, training, library resources, referrals, and research. P2Rx is your source for high quality pollution prevention information to help you improve your company's bottom line.

Contact: 202 564-8833
www.p2rx.org

Already Making a Difference...

Small Business Takes Off With New Technology

By taking advantage of EPA's Small Business Innovation Research Program, NITON Corporation of Bedford, Massachusetts, was able to turn its startup company into a high-tech champion. NITON used EPA funding to develop and successfully commercialize a portable x-ray fluorescence instrument that makes accurate measurements of lead in paint independent of the composition, thickness, and substrate of the paint. This instrument helps to detect and subsequently eliminate the health risks associated with lead-based paints. To date, NITON has sold 1,500 lead paint analyzers, and the revenue from this EPA-funded technology has exceeded \$22 million. As a result, NITON has grown from 6 employees to 42.

Contacts

In addition to the resource and contact information provided throughout this brochure, EPA's 10 regional offices have small business liaison contacts. Most states also have staff who can help. Small Business Assistance Programs (SBAPs) provide compliance information, outreach, and advocacy services to small businesses. SBAPs were created by the Clean Air Act Amendments of 1990, which required all states to develop programs to assist small businesses meet the requirements of the law. Since then, most of these programs have expanded to provide assistance in other environmental areas including air, water, and waste.

EPA REGIONAL REGULATORY SMALL BUSINESS LIAISONS

REGION	CONTACT	PHONE
1 CT, ME, MA, NH, RI, VT	Dwight Healey	617 878 5029
2 NJ, NY, PA, W	Ronald Lockwood	212 637 3431
3 DE, DC, MD, PA, VA, WV	David Byra	215 814 5563
4 AL, FL, GA, KY, MS, NC, SC, TN	Annelle R. Hill	404 562 6287
5 IL, IN, MI, MN, OH, WI	Edwin Zyswiler	312 886-4171
6 AK, LA, NM, OK, TX	David Gray	214 645-3200
7 IA, KS, MO, NE	Jeanette Lambert	913 551 1768
8 CO, MT, ND, SD, UT, WY	Rob Lockman	303 312 3064
9 AZ, CA, HI, NV, GU	Mark Samuels	415 744 2181
10 AR, ID, OR, WA	Robyn Thacker	206 353 7568

STATE SMALL BUSINESS OMBUDSMEN AND TECHNICAL ASSISTANCE DIRECTORS

STATE	OMBUDSMAN	PHONE	TECHNICAL ASSIST. DIR.	PHONE
AL	Gary Ellis	334 894-4752 800 533-2306	Mike Sherman	334 371-7873 800 533-2306

* In color only.



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State	Compliance	Phone	Phone	Phone
AK	Bill Smyth	907 493-2171 800 520-1332*	Contact National Small Business Hotline	800 368-5888
AZ	Contact National Small Business Hotline	800 368-5888	Ira Domsky Richard Polko (Maricopa County)	602 237-2303 602 306-0322
AR	Ron Alexander	501 682-0888 888 233-0326	Ron Alexander	501 682-0888 888 233-0326
CA	Kathleen Tschugi	916 323-6791 800 273-4521*	Larry Kuczak (South Coast AQMD)	909 396-5215 800 368-2121*
CO	Nick McIlwain	303 862-2105 800 886-7681*	Chuck Ho	303 862-0448
CT	Tom Turick	860 424-3000 800 765-7036*	Tom Turick	860 424-3000 800 765-7036*
DE	Kim Peck	302 739-4400	Contact National Small Business Hotline	800 368-5888
DC	Sandra Hamilton	202 535-1732	Olivia Achuku	202 535-2997
FL	Bruce Thomas	888 925-7184 800 722-3631*	Bruce Thomas	888 925-7184 800 722-3631*
GA	Andrea Dorsey-Ward	404 362-4842 877 427-6255	Contact National Small Business Hotline	800 368-5888
HI	Patrick Kelling	808 586-4528	Robert Tam	808 586-4550
ID	Larry Semensky	208 373-0472	Larry Semensky	208 373-0472
IL	Don Squares	217 789-1625 888 313-1986*	Reidyn Jackson	217 524-0788 800 252-8886*
IN	Elrika Saylort Cherry	317 233-8888	Mark Hancock	317 232-8883 800 368-7901*
IA	Wendy Stalder	515 362-4761 800 331-4638	John Spawfols	319 279-6905 800 422-3109*

* in-state only

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Contacts				
State	Compliance	Phone	Phone	Phone
KY	Theresa Hodges	785 294-6000 800 267-4067	Harold El Rami	785 542 5246 800 576-8888
KY	Rose Marie Littlejohn	502 564-2150 x 128 800 326-8171	Gregory Eupke	509 257-7158 800 362-2167
LA	Jim Feltus	225 965-0736 800 298-3860*	Dick Lahr	225 965-2453 800 298-3860*
MD	Don Jackson	410 631-0165 800 633-6102 x 3772*	Andrew Gaudin	410 631-4558 800 633-6101 x 4758*
ME	Ron Dyer	207 267-4552 800 789-9802*	Julia M. Churchill	207 267-7681 800 789-9802*
MA	Contact National Small Business Hotline	800 368-5888	Contact National Small Business Hotline	800 368-5888
MA	Susan Hubert	517 335-5883	Dawn Fiedler	517 335-5807 800 662-9278
MA	Charlie Kennedy	617 287-8675 800 940-4347	Tony Johnson	617 286-1767 800 457-3688*
MD	Contact National Small Business Hotline	800 368-5888	Bryan Shaw	571 526-6627 800 362-4627
MI	Jesse Thompson	313 961-0167 800 325-8111	Randy Hufly	313 961-0166 800 725-6162
MI	Bonnie Rouse	406 444-3641 800 433-6773	Bonnie Rouse	406 444-3641 800 433-6773
NC	Edythe McKinney	919 733-0823 877 623-6766	Tony Rendick	919 733-0824 877 623-6766
ND	Dana Mount	701 528-5750 800 776-1625*	Tom Bachman	701 528-5888 800 776-1625*
ND	Tom Franklin	877 253-2603	Tom Franklin	877 253-2603

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STATE	CONTACT NAME	PHONE	STATE ASST. DIR.	PHONE
AR	Rudolph Carter	603 271-1079 800 837-0036*	Rudolph Carter	603 271-1079 800 837-0036*
CA	Chuck McCarls	609 984-6922 800 543-6096	Ry Hval	609 292 3000 877 753-1033*
MD	Rita Trufilo	505 955-8091 800 344-7009	Steve Dulyski	505 955-8025 800 324-7009
NV	Marcia Matley	775 687-6570 x 3162 800 952-0900 x 4870*	Janet Goodman	775 687-6570 x 3087 800 952-0900 x 4870*
NY	Kath Ludwig	516 262 5340 800 762 6365	Marian Muller	516 402 7662 800 765-1227**
OH	Mark Shanahan	614 738-3540 800 275-5051*	Rob Carls	614 738-1742
OK	Steve Thompson	405 752-7100 800 869-1400*	Dave Dillon	405 752 6990 800 869-1400
OR	Rob Grant	503 229-6839 800 452-6051*	JR Mathews	503 229-6342 800 452-6051*
PA	Bruce McLanahan	717 773 5942	Donald Laskach	717 772-2320
RI	Contact National Small Business Hotline	800 368-5888	Angel Berrios Greene	761 767 6025
RI	Contact National Small Business Hotline	800 368-5888	Joe Antonio	401 223-6822 x 4480
SC	Phyllis Copeland	803 895-8962 800 859-8001	James Holman	803 895-8984 800 859-8001
SD	Joe Nadelmann	605 773-3836 800 438-2963**	Rob Beckwith	605 773-6706 800 438-2963**
TX	Ernest Bartenberg	615 395 5252 800 734-3670	Linda Taylor	615 312-0779 800 734-3670

* In-state only

STATE	CONTACT NAME	PHONE	STATE ASST. DIR.	PHONE
TX	Israel Anderson	512 239 1379 800 447-2827	Tanya Silver-Gutman	512 239-1066 800 447-2827
UT	Renetta Anderson	801 536-4009 800 458-0345	Don Rees	801 536-4091 800 370-4440
VT	Contact National Small Business Hotline	800 368-5888	Judy Mero	802 241 2795 800 924-8959*
VI	Contact National Small Business Hotline	800 368-5888	Marilyn Scapiron	340 719-2120 x 5167 340 714-8529 Hotline
VA	John Daniel	804 698-4371 800 592 5482*	Richard Rasmussen	804 698-6094 800 592 5482*
WA	Bernard Brady	360 407-6803	Bernard Brady	360 407-6803
WI	Pam Christensen	608 267 8884 800 425-7287	Renae Joseph Boshel	608 264-6753 800 405-7387
WV	Terry Poles	304 759-2003 x 341	Gene Coccia	304 626 3731 800 982-2474*
WY	Don Clark	307 777-7988	Charles Ruffelsohn	307 777-7347

* In-state only



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Compliance Assistance Programs

U.S. Environmental Protection Agency

Karen Brown, Small Business Ombudsman

For More Information

National Small Business Hotline
800 368-5888

<www.epa.gov/sbo>
<www.smallbiz-enviroweb.org>

Governor's Office of the Advocate for Small Business

Sonya Blake

Director

Governor's Office of the
Advocate for Small Business

1400 Tenth Street

P.O. Box 3044

Sacramento, CA 95814

Phone: (916) 324-5770

Fax: (916) 324-4239

Email: info@sba.ca.gov

L.A. Offices

300 South Spring Street

Los Angeles, CA 90013

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Compliance Assistance Programs

Governor's Office of the Advocate for Small Business

Sonya Blake, Director

www.smallbusiness.ca.gov

The ASB is
pleased to
announce the
State's newest
arrival on the
Internet

WWW.SMALLBUSINESS.CA.GOV

HIGHLIGHTS:

- Online Survey - Solicits first-hand insight regarding small businesses issues and concerns
- Small Business Resources - Summarizes state sponsored programs and resources available to small businesses in one convenient location.
- Mailing List - Signup to receive the Small Business Reform Task Force's Newsletter, as well as updates regarding the state small business resources, opportunities and events.
- California Small Business Fact Sheet - Learn about the state's small business community.
- Small Business Definitions & Acronyms - See if you qualify for the state's small business programs.
- Calendar of Events - Attend state-sponsored events and education programs relating to small business.
- Legislation and Regulation Guides - Tools for searching, understanding and commenting on State legislation and regulations.
- Identify Small Business Liaisons - State employees are strategically placed within key agencies and departments to assist small businesses in learning about state programs, regulations, policies, procedures and means of dispute resolution.



ASB

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Cleaning the air that we breathe...

California Environmental Protection Agency

Gerri Stryker

Director

Inland Empire Permit Assistance Center
California Environmental Protection Agency
Riverside Community College District
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Compliance Assistance Programs

California Environmental Protection Agency

Gerri Stryker, Director of the Inland Empire Permit Assistance Center



California Environmental Protection Agency The Permit Assistance Centers and CalGOLD

Gerri "Gerri" Stryker
1-800-468-1786 or (909) 320-2648



Permit Assistance Center's Mission

The California Environmental Protection Agency's Permit Assistance Center Program's Mission is to promote environmental protection and facilitate economic progress by providing access to compliance, educational, and pollution prevention information from all levels of government.

Protection Agency (CalEPA)

- Air Resources Board
- State Water Resources Control Board
- California Integrated Waste Management Board
- Department of Pesticide Regulation
- Department of Toxic Substances Control
- Office of Environmental Health Hazard Assessment
- Permit Assistance Center (PAC) Program

Cal/EPA- Permit Assistance Centers

- California Environmental Protection Agency
 - Winston H. Hickox, Secretary
 - Office of Information Technology and Business Interface
 - Chris Kinne, Assistant Secretary
 - The California Environmental Protection Agency Permit Assistance Centers were administratively created in 1992 and subsequently authorized by statute in 1999, (Assembly Bill 1102, Stats.1999, Chap. 65).

Permit Assistance Center's Goals

- ✓ Provide a central resource for environmental and general permit assistance;
- ✓ Improve coordination between regulatory and environmental permitting departments, offices, boards, and agencies, at all levels of government;
- ✓ Use technology to streamline the issuance of permits at all levels of government; and
- ✓ Expand pollution prevention information services.

Our PAC Services

- ◀ Provide permitting and licensing information over the telephone, via the Internet or at our office
- ◀ Provide assistance with the application process.
- ◀ Research special requirements that may apply to particular businesses and assist in researching new and cost-effective pollution prevention technologies that may be beneficial.
- ◀ Provide Environmental permit issue-resolution assistance
- ◀ Provide Comprehensive environmental pre-project planning services



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Compliance Assistance Programs

California Environmental Protection Agency

Gerri Stryker, Director of the Inland Empire Permit Assistance Center

Our PAC Services (con't)

- Participate in Business Trade shows and provide presentations to business seminars, trade organizations, local groups, environmental groups, and Chambers of Commerce.
- Serve as a central resource for information on financial and business assistance programs available through federal, state or local agencies
- Coordination with local, Regional, State, and Federal government agencies to provide project review and roundtable meetings with business clients

Note: The PAC does not issue any Permits.

Additional PAC Services

- Liaison with California Coastal Commission, Department of Fish and Game, Caltrans, Regional Water Quality Control Board, Department of Toxic Substances Control, Air Resources Board and Alcoholic Beverage Control Board
- Promote Pollution Prevention (P2) by providing guidance and assistance to small business, industry, and local government.
- Research and maintain information for "CalGOLD" which provides automated permit assistance services via the internet at www.calgold.ca.gov

Typical Permit Information

- City:
 - Business License
 - Zoning Approval
 - Building & Construction Permits
 - Fire Protection
- County/Regional:
 - Fictitious Name Filing (dba)
 - Planning/Zoning - Building Construction
 - Hazardous Materials/Waste (CUPA)
 - Air Quality Management District

CalGOLD

- ✓ California Government: On-Line to Desktops
- ✓ Designed to provide a general outline or road map of agencies to contact when starting or expanding a business
- ✓ Customized report for specific business type, City and County
- ✓ URL: www.calgold.ca.gov

Typical Permit Info (Cont.)

- State:
 - Corporation, Company or Partnership Filing
 - Sales & Use Permits (Seller's Permit)
 - State Income Tax Information (Franchise Tax Board)
 - Environmental Permits - EPA ID No., Discharge Permits, Hazardous Waste Permits, Storm Water Run-Off
- Federal:
 - Employer Identification Number (EIN or IRS)
 - Proof of Residency Requirement (INS)

Inland Empire PAC

- The Inland Empire Permit Assistance Center services all of the Counties of Southern California.
- The Inland Empire Permit Assistance Center is located in the Riverside Community College District, Office of Economic Development at 2038 Iowa Avenue, Suite 100; Riverside, 92507.
- Call us at 1-800-468-1786 or (909) 320-2048
- E-mail riverpac@pac.calepa.ca.gov



California Air Resources Board

Kathleen Tschogl

Ombudsman

California Air Resources Board

1001 1st

P.O. Box 2815

Sacramento, CA 95814

Phone: (916) 323-6791

Fax: (916) 322-4737

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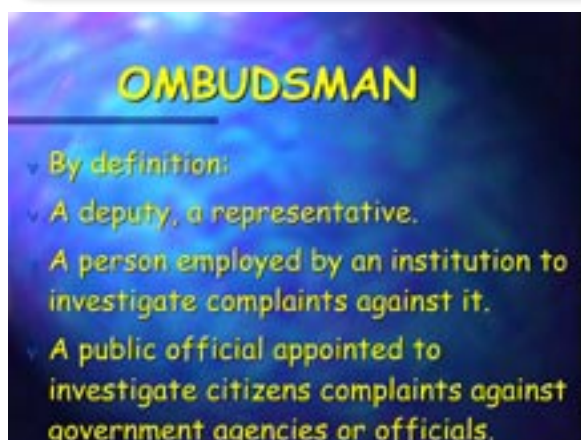
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Compliance Assistance Programs

California Air Resources Board

Kathleen Tschogl, Ombudsman





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California Air Resources Board

Kathleen Tschogl, Ombudsman

Strategic Goals

- ✓ California's air quality management system;
- ✓ Guidance on rules and regulations; Assists small businesses;
- ✓ Helps resolve compliance issues;
- ✓ Clearinghouse for environmental information.

Strategic Goals (Continued)

- ✓ Increase Stakeholder Involvement
- ✓ Continuous Improvement

How to Reach Us

Kathleen Tschogl at (916)
323-6791

ktschogl@arb.ca.gov or

Terrel Ferreira at (916)
322-2467

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